COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

Investigation by the Department into the Bay State Gas Company, Blackstone Gas Company, Boston Edison Company d/b/a NSTAR Electric, Boston Gas Company, d/b/a KeySpan Energy Delivery, Cambridge Electric Light) Company, Colonial Gas Company d/b/a KeySpan Energy Delivery, Commonwealth Electric Company d/b/a NSTAR Electric, Essex Gas Company d/b/a KeySpan D.T.E. 04-12, 04-14, 04-15, Energy Delivery, Fitchburg Gas and Electric Light 04-16, 04-17, 04-18, 04-19, Company, Massachusetts Electric Company/Nantucket 04-20, 04-21, 04-22, 04-23, Electric Company, NSTAR Gas Company, New England 04-24, 04-25 Gas Company, and Western Massachusetts Electric Company 2003 Service Quality Report, filed pursuant to Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84 (June 29, 2001)

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document(s) upon each person designated on the Service List in this proceeding by either hand delivery, U.S. mail, fax and/or email.

Dated at Boston this 21st day of April 2004.

Wilner Borgella, Jr. Assistant Attorney General Utilities Division 200 Portland Street, 4th Floor Boston, MA 02114 (617) 727-2200